



Iowa Department of Human Services

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INFORMATIONAL LETTER NO. 1029

DATE: July 28, 2011

TO: Iowa Medicaid Hospitals, Physicians, Advanced Registered Nurse Practitioners, Federally Qualified Health Centers, Rural Health Clinics, Clinics and Pharmacies

ISSUED BY: Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

RE: Lock-in Program Reminders

EFFECTIVE: Immediately

The purpose of this Informational Letter is to remind providers that any services provided by non Lock-in providers without approval from the member's Lock-in (LI) primary care provider (PCP) or the Department of Human Services (DHS) will not be paid except in the event of an emergency.

Please refer to the Iowa Administrative Code 441-76.9(249A) for a complete listing of Lock-in rules and regulations.

Important Program Reminders:

- Lock-in Providers:
 - The Lock-in PCP may choose to refer a member to a non Lock-in specialty provider if a condition warrants. However, Lock-in PCP's are not required to refer a member if they are able to treat the member and there is no emergent situation.
 - The Lock-in PCP may only refer a Lock-in member to his/her designated Lock-in hospital. Members cannot be referred to a non Lock-in hospital unless the Lock-in hospital cannot treat the member's condition and a referral is received by the primary care provider and authorized by DHS prior to hospital treatment.
 - Hospitals will not be paid for services rendered to a member who is locked in to another hospital, unless the services are emergent or authorized by DHS prior to hospitalization.
 - It is the responsibility of each provider to check the member's eligibility on the IME Eligibility Verification System (ELVS) prior to treatment. If the member is identified as being in the Lock-in program, the provider must contact the Lock-in PCP for further direction and disposition.
 - Payment will not be made to non-lock-in providers without a referral from the Lock-in PCP prior to the member receiving service.
 - No referral is needed for services provided to treat an emergent diagnosis regardless of the hospital providing the service. The emergent diagnosis list

can be found on the IME website at:

<http://www.ime.state.ia.us/docs/EmergencyDiagnosisCodes.pdf>

- Pharmacy
 - All prescriptions must be written or approved by the member's Lock-in PCP.
 - Pharmacies must submit the prescription claim using the prescribing provider's individual NPI unless the member is Locked-in to a clinic rather than an individual provider. The hospital NPI will not be accepted.

The IME appreciates your continued partnership as we work to improve the care of Iowa Medicaid members while reducing unnecessary medical costs. For further questions about the program please contact the Iowa Medicaid Lock-in program at 1-800-338-8366, or locally in Des Moines at 515-256-4606, option 2.